

# Electronic Ticketing Services for the New York State Fair

## RFP0292 Addendum 1

### Questions and Answers Issued March 17, 2023

*\*Please note that the questions that follow are taken verbatim from the emails received by the Department without editing.*

#### **1) Whether companies from Outside USA can apply for this? (like, from India or Canada)**

Per Section 1.3 of the RFP, any Proposer that meets the minimum qualifications set forth in Section 3.3 of this RFP is eligible to submit a proposal.

#### **2) Whether we need to come over there for meetings?**

Per Section 2.2 of the RFP, "The selected Contractor will be responsible for providing a turnkey eTicketing system in support of the Fair. This system must be independent of any other network that supports the Fair. During the Fair (currently 13 days), the selected Contractor must provide 24-hour emergency phone support and arrive on-site within thirty (30) minutes of notification, as well as adequate staff on-site during the Fair between the hours of 7:00 a.m. and 10:00 p.m." Per Section 2.2 of the RFP, "The selected Contractor will be responsible for meeting all the requirements set forth in this Scope of Work as well as providing the following deliverables on or before the following dates: Ensuring that all the components of the eTicketing system (hardware, software, equipment, etc.) are fully operational at least two (2) days prior to the first day of each Fair held during the Term of this Agreement. This includes working with the Department's IT staff to ensure that all wired and wireless connections are operable. Staff should be on-site no later than four (4) full days prior to the start of the Fair each year. This may need to be earlier for the selected Contractor's first year providing ticketing services to the Fair."

#### **3) Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**

The selected Contractor will be required to perform tasks on-site as described in Section 2.2 of the RFP. Please see response to Question 2 above.

#### **4) Can we submit the proposals via email?**

No, per Section 3.2 of the RFP, "facsimiles or emailed copies are not acceptable". Please refer to Section 3.2, "Submission Method" for more information on how to package your proposal.

#### **5) Who is responsible for mailing purchased tickets?**

Per Section 3.5 B. of the RFP, the selected Contractor will be responsible for mailing tickets using multiple delivery methods (standard U.S. first class postal rates must be applied when charged to the consumer).

**6) What kind of kiosks does NYS Fair plan on using?**

Per Section 2.2 of the RFP, “The selected Contractor must provide all point of sale equipment for advance sale and all point of sale and scanning equipment for Fairtime in sufficient numbers to ensure that admission and parking at peak periods can be handled in an efficient manner and that adequate failover inventory is available and in working order. The point of sale equipment must provide the ability to operate off wired connections. The scanning equipment must provide the ability to operate off both wired and wireless connections. Exhibit 2 is a list of the eTicketing equipment provided at the 2022 Fair. The Fair’s internet provider expects an average available connection speed of approximately 10 Mbps for the wired connections. In addition, the selected Contractor must provide backup and recovery operations in the event of a system failure for any reason. The Fair will provide the selected Contractor with quantities of all equipment needed by June 1st each year.”

**7) Who is responsible for credit card processing?**

The selected Contractor will be responsible for credit card processing. Per Section 3.5 B. of the RFP, bidders should describe how your Company’s eTicketing system will provide the ability “to purchase tickets online including the System’s ability to accept all brands of credit cards. The System must integrate real time credit/debit card authorizations. Customers must also be able to purchase multiple items in one transaction.”

**8) How much does NYS have budgeted for this contract?**

The estimated budget will be based on the amounts bid on the Bid Form and the estimated quantities for evaluation purposes.

**9) What models of equipment were provided last year for the following:**

- o **Parking Mobile Stations**
- o **Box Office Stations**
- o **Self Service Kiosks**
- o **Report Laptop Only**
- o **Netbook Scanners**
- o **Portable Scanners**

The Department does not have a list of the models of equipment provided last year. Please refer to Exhibit 2 for the types and quantities of equipment provided at the 2022 State Fair.

**10) What ticketing providers has the AGM used for the Fair in the past?**

- Etix Incorporated
- Ticketmaster (Grandstand tickets only)

**11) What ticket fees has the Fair paid in the past?**

Pricing from the previous contract is below (NOTE: Pricing is based on the Scope of Work in RFP0133 and differs from the Scope of Work in the current solicitation):

Service Fee Per Ticket:

Rate One – Free Static Bar Codes provided for 10 ticket types	\$0.00
Rate Two – Free Unique Bar Codes provided for 4 ticket types	\$0.00
Rate Three – .01 to \$10	\$0.125
Rate Four – \$10.01 to \$30	\$0.125
Rate Five – \$30.01 and above	\$0.125

Credit or Debit Card Fee % Charged to Consumer: 2.25%

**12) Please clarify this question: "Provide the AGM the ability to override ticket sale controls"**

The eTicketing system should have the ability for AGM to have administrative permissions to override ticket sale controls (i.e., AGM should have the ability to change ticket sale details such as the date and time of a promotion directly in the system).

**13) Please describe the use of badges and the need to have badges printed on-site.**

Badges are used for staff identification and admission. The badges need to be printed on-site for efficiency of distribution to staff as they are onboarded.

**14) Payment Processor: Will you require the selected bidder to use their own payment processor? Will selected bidder be required to use AGM's payment processor? What payment processor does AGM currently use? What is your current percentage for your payment processing fee.**

The selected contractor will be required to use their own payment processor. AGM does not currently use a payment processor for electronic ticketing; it is the responsibility of the electronic ticketing contractor to use their own payment processor. See response to Question #11 above for pricing from the previous contract.

**15) Parking: Please explain the EZPass lots in more details. Will the selected provider need to provide any equipment for the EZPass lots?**

E-ZPass is located in the Brown and Orange parking lots (please refer to Exhibit 3 for a schematic diagram depicting the parking lots at the Fairgrounds). Yes, the selected contractor will need to provide equipment for the E-ZPass lots; please refer to Exhibit 2 for the type of equipment provided for the Brown and Orange parking lots at the 2022 State Fair. Per Section 2.2 of the RFP, "The Fair will provide the selected Contractor with quantities of all equipment needed by June 1<sup>st</sup> each year."

**16) Outlets: Who will be expected to install, maintain, and troubleshoot the equipment kiosks at the various outlet facilities?**

The selected contractor will be expected to install, maintain, and troubleshoot the equipment kiosks at the various outlet facilities.

**17) ID Badges: Do you currently have an ID Badge printer? And if so, what brand and model is the printer?**

No, AGM does not currently have an ID Badge printer; the previous electronic ticketing contractor was responsible for providing the ID badge printer.

**18) Admission Fees: Please explain the admission prices of your various ticket types, any promotions offered and the fee breakdown for each of the ticket types. When is your first onsale date?**

Admission prices and promotions for the 2023 State Fair have not been finalized yet. Per Section 2.2 of the RFP, "The selected Contractor will be responsible for meeting all the requirements set forth in this Scope of Work as well as providing the following deliverables on or before the following dates: A fully operational eTicketing system to support early advance sale promotions and Fairtime sale of all tickets and promotions, including the web based sale of Fair tickets with full revenue and transaction reports available to the State Fair staff. This system must be available for use by the public within thirty (30) days from the execution of the Agreement or as otherwise agreed upon between the parties and must be operational for any advance sale promotions by May 1st each year thereafter during the Term of the Agreement or as otherwise agreed upon between the parties".

**19) Parking Fees: How much will the parking fees be for 2023?**

Parking fees for the 2023 State Fair have not been finalized yet.

**20) Camping Fees: What are the price breakdowns for camping fees and the maximum number of camping spots per campground area.**

Camping fees for the 2023 State Fair have not been finalized yet. The maximum number of camping spots per campground area is:

- Tan Lot - 43 spots
- Empire RV - 106 spots
- Belle Isle - 66 spots
- Pink Dairy Cattle - 20 spots
- Pink Horse - 73 spots
- Pink Dry Camping - 100 spots

**21) EXHIBIT 1: Tickets Sold/Issued 2022 Fair - the link listed on the website does not link to an active document. When attempting to click on the link to download it will bounce back to the RFP posting. Can this be updated to include the correct link to the document?**

The link for Exhibit 1 on the AGM website has been updated. The RFP and all exhibits are also available on the NY State Contract Reporter website at <https://www.nyscr.ny.gov>.

**22) Parking Mobile Station - Listed in EXHIBIT 2: eTicketing Equipment Provided 2022 Fair. What is the primary purpose of these stations? Are they used as a paying station for parking? Do these stations print parking tickets?**

The parking mobile stations are handheld devices used to scan a prepaid ticket or process the purchase of parking tickets onsite at the entrances to the parking lots. These devices had the capability to print parking tickets however AGM did not utilize this feature for the 2022 State Fair.

**23) Self Service Kiosks - Listed in EXHIBIT 2: eTicketing Equipment Provided 2022 Fair. What capabilities are required from these kiosks? Are they used just for ticket sales? Does it accept cash? Are customers using these kiosks to pick up tickets?**

The self service kiosks listed in Exhibit 2 were only used to process ticket sales. The self service kiosks did not accept cash. Customers are not using these kiosks to pick up tickets. The self service kiosks must have the capability to process ticket sales using a credit or debit card.

**24) Box Office - In the RFP there is no mention of will call or box office, we wanted to confirm if there would be in person ticketing staff at a box/will call office? Are all walk ups handled by the kiosks?**

There will not be any in-person ticketing staff at a box office/will call. All onsite admission ticket sales will be processed by the self service kiosks.